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NATIONAL ASSOCIATION FOR STATE COMMUNITY SERVICES PROGRAMS

# Community Services Block Grant Information System Survey (CSBG IS) **National Performance Indicators**

Presented by  
**The National Association for  
State Community Services Programs**



## Why Collecting and Using This Data to Improve is Important

- Future success of the CSBG Network will require continued improvements in the quality and relevancy of our data and increasing our use of the data to improve services.
- A convergence of several factors will be driving future policy and funding:
  - Fiscal Constraints
  - Value on the Benefits of Using Data and Evidence
  - Increasing Focus on Results and Efficiency
- **Improving as well as Proving** – States and the CSBG Network must continue to improve data collection and measurement, but more importantly we must use the information to improve.



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“The question we ask today is not whether our government is too big or too small, but whether it works -- whether it helps families find jobs at a decent wage, care they can afford, a retirement that is dignified. Where the answer is yes, we intend to move forward. Where the answer is no, programs will end. And those of us who manage the public's dollars will be held to account, to spend wisely, reform bad habits, and do our business in the light of day, because only then can we restore the vital trust between a people and their government.”

President Barack Obama, Inaugural  
Address, January 20, 2009



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# Why Collecting and Using This Data to Improve is Important

Funding will be severely constrained for many years to come.

- President Obama's FY2011 Budget includes more than 120 programs for termination, reduction, or savings of approximately \$23 billion. Additionally the President is requesting a **freeze on non-security discretionary funding for 3 years**.
- Congressional Appropriators have indicated due to large deficits and pressure from the public, the discretionary budget from which CSBG (among many other programs) is funded **may be cut by \$3.5 billion below the President's Budget request for FY 2011**.
- As a result of public pressure and large deficits, the federal government has placed great emphasis on programs' abilities to **SHOW RESULTS**. Programs that cannot justify themselves by demonstrating their impact in key priority areas risk being cut from the budget.



# Why Collecting and Using This Data to Improve is Important

## Value on the Benefits of Using Data and Evidence

- The Administration will be engaged not only in seeing performance information produced, but that it is used, analyzed and acted on.
- An improved performance management framework that aligns the Government Performance and Accountability (GPRA) and Program Assessment Reporting Tool (PART).
- The Administration will propose significant investments in rigorous, independent program evaluations.
- Programs that work will be supported and encouraged to improve performance. Programs that don't work will be reformed or terminated.

*Taken from September 24, and October 29, 2009, Oral Testimony of Jeffrey D. Zients, Deputy Director for Management, Office of Management and Budget (OMB)*



# Why Collecting and Using This Data to Improve is Important

- The CSBG last authorized in 1998 has been due for reauthorization since 2003.
- As a part of the Recovery Act CSBG received an additional \$1 billion in funding to help respond to the economic crisis.
- Both events have the potential to bring increased interest to CSBG, and pressure for the CSBG Network to perform above and beyond.
- The best way to show results, prove that CSBG is an effective and reasonable investment as well as continue to improve services, is to **collect ACCURATE and TRUSTWORTHY data, and establish cycles for data ANALYSIS, REFLECTION AND INFORMED ACTION.**



## ACHIEVING ACCURATE AND TRUSTWORTHY DATA

- The NPIs collect data on ALL of the Agency's activities (not just CSBG-funded activities).
- Agencies should include all ARRA activities in addition to regular network programs.



## NPI 1.1 - Employment

The number and percentage of low-income participants in Community Action employment initiatives who get a job or become self-employed.

Employment  The number and percentage of low-income participants in Community Action employment initiatives who get a job or become self-employed, as measured by one or more of the following:	A.) Number of Participants Enrolled in Program(s)  (#)	Expected to Achieve Outcome in Reporting Period (Target)  (#)	Participants Achieving Outcome in Reporting Period (Actual)  (#)
A. Unemployed and obtained a job (Pg.16)			
B. Employed and maintained a job for at least 90 days (Pg.17)			
C. Employed and obtained an increase in employment income and/or benefits (Pg.17)			
D. Achieved "living wage" employment and/or benefits (Pg.18)			

Cross-Reference NPIs: 2.4





## NPI 1.2 - Employment Supports

The number of low-income participants for whom barriers to initial or continuous employment are reduced or eliminated through assistance from Community Action.

A. Obtained skills/competencies <del>required for employment</del> (Pg.21)
B. Completed ABE/GED and received certificate or diploma (Pg.21)
C. Completed post-secondary education program and obtained certificate or diploma (Pg.21)
D. Enrolled children in before or after school programs <del>in order to gain or maintain employment</del> (Pg.22)
E. Obtained care for child or other dependant <del>in order to gain or maintain employment</del> (Pg.22)
F. Obtained access to reliable transportation and/or driver's license <del>in order to gain or maintain employment</del> (Pg.22)
G. Obtained health care services for themselves or family member <del>in order to gain or maintain employment</del> (Pg.23)
H. Obtained safe and affordable housing <del>in order to gain or maintain employment</del> (Pg.23)
I. Obtained food assistance <del>in order to gain or maintain employment</del> (Pg.23)



Cross-Reference NPIs: 6.2 6.4



## NPI 1.2 - Employment Supports

Brand new items: **J, K, L**

J. Obtained non-emergency LIHEAP energy assistance (Pg.24)
K. Obtained non-emergency WX energy assistance (Pg.24)
L. Obtained other non-emergency energy assistance (State/local/private energy programs. Do Not Include LIHEAP or WX) (Pg.24)

Cross-Reference NPIs: 6.2 6.4



## NPI 1.3 - Economic Asset Enhancement and Utilization

The number and percentage of low-income households that achieve an increase in financial assets and/or financial skills as a result of Community Action assistance, and the aggregated amount of those assets and resources for all participants achieving the outcome.

Cross-Reference NPIs: 1.2 3.2 6.4



## NPI 1.3 - Economic Asset Enhancement and Utilization

1. Number and percent of participants in tax preparation programs who qualified for any type of Federal or State tax credit and the **expected** aggregated dollar amount of credits  
(Pg.27)

2. Number and percent of participants who obtained court-ordered child support payments and the expected annual aggregated dollar amount of payments  
(Pg.27)

3. Number and percent of participants who were enrolled in telephone lifeline and/or energy discounts with the assistance of the agency and the expected aggregated dollar amount of savings  
(Pg.27)

Added EXPECTED aggregated dollar amount of credits, as opposed to the exact dollar amount.

Cross-Reference NPIs: 1.2 3.2 6.4



## NPI 1.3 - Economic Asset Enhancement and Utilization

- Added 3. *“Number and percent of participants who increased their savings through IDA or other savings accounts and the aggregated amount of savings”*

1. Number and percent of participants demonstrating ability to complete and maintain a budget for over 90 days (Pg.27)				
2. Number and percent of participants opening an Individual Development Account (IDA) or other savings account (Pg.28)				
3. Number and percent of participants who increased their savings through IDA or other savings accounts and the aggregated amount of savings (Pg.28)				
Cross-Reference NPIs:				1.2 3.2 6.4





## NPI 2.1 - Community Improvement and Revitalization

Increase in, or safeguarding of, threatened opportunities and community resources or services for low-income people in the community as a result of Community Action projects/initiatives or advocacy with other public and private agencies.

<u>National Performance Indicator 2.1</u>		
Community Improvement and Revitalization		
Increase in, or safeguarding of, threatened opportunities and community resources or services for low-income people in the community as a result of Community Action projects/initiatives or advocacy with other public and private agencies, as measured by one or more of the following:	Number of Projects or Initiatives	Number of Opportunities and/or Community Resources Preserved or Increased
	(#)	(#)
A. Jobs created, or saved, from reduction or elimination in the community (Pg.32)		
B. Accessible "living wage" jobs created, or saved, from reduction or elimination in the community (Pg.32)		

Cross-Reference NPIs: 1.1 1.2 2.4 6.4



## NPI 2.2 - Community Quality of Life and Assets

The quality of life and assets in low-income neighborhoods are improved by a Community Action initiative or advocacy.

<b>National Performance Indicator 2.2</b>		
<b>Community Quality of Life and Assets</b>		
The quality of life and assets in low-income neighborhoods are improved by Community Action initiative or advocacy, as measured by one or more of the following:		
	Number of Program Initiatives or Advocacy Efforts	Number of Community Assets, Services or Facilities Preserved or Increased
	(#)	(#)
A. Increases in community assets as a result of a change in law, regulation or policy, which results in improvements in quality of life and assets (Pg.37)		
B. Increase in the availability or preservation of community facilities (Pg.38)		
C. Increase in the availability or preservation of community services to improve public health and safety (Pg.38)		
D. Increase in the availability or preservation of commercial services within low-income neighborhoods (Pg.38)		
E. Increase in or preservation of neighborhood quality-of-life resources (Pg.39)		
		Cross-Reference NPIs: 3.1 3.2



## NPI 2.3 - Community Engagement

The number of community members working with Community Action to improve conditions in the community.

<u>National Performance Indicator 2.3 **NEW INDICATOR**</u>	
Community Engagement	Total Contribution by Community
The number of community members working with Community Action to improve conditions in the community.	(#)
A. Number of community members mobilized by Community Action that participate in community revitalization and anti-poverty initiatives (Pg.41)	
B. Number of volunteer hours donated to the agency (This will be ALL volunteer hours) (Pg.41)	

Volunteer Hours are mandatory, because Board Members are considered volunteers.

Cross-Reference NPIs: 3.1





## NPI 3.1 - Community Enhancement Through Maximum Feasible Participation



<u>National Performance Indicator 3.1 **NEW INDICATOR**</u>	
Community Enhancement through Maximum Feasible Participation	Total Number of Volunteer Hours
The number of volunteer hours donated to Community Action.	(#)
Total number of volunteer hours donated by <u>low-income individuals</u> to Community Action (This is ONLY the number of volunteer hours from individuals who are low-income) (Pg.44)	

Cross-Reference NPIs: 2.3



## NPI 2.4 - Employment Growth from ARRA Funds

The total number of jobs created or saved, at least in part by ARRA funds, in the community.



<u>National Performance Indicator 2.4 **NEW INDICATOR**</u>	
Employment Growth from ARRA Funds	Number of Jobs
The total number of jobs created or saved, at least in part by ARRA funds, in the community.	(#)
A. Jobs created at least in part by ARRA funds (Pg.43)	
B. Jobs saved at least in part by ARRA funds (Pg.43)	



## NPI 3.2 - Community Empowerment Through Maximum Feasible Participation

The number of low-income people mobilized as a direct result of a Community Action initiative to engage in activities that support and promote their own well-being and that of their community.

<u>National Performance Indicator 3.2</u>	
Community Empowerment through Maximum Feasible Participation	
The number low-income people mobilized as a direct result of Community Action initiative to engage in activities that support and promote their own well-being and that of their community, as measured by <u>one or more</u> of the following:	Number of Low-Income People (#)
A. Number of low-income people participating in formal community organizations, government, boards or councils that provide input to decision-making and policy-setting through Community Action efforts (Pg.46)	
B. Number of low-income people acquiring businesses in their community as a result of Community Action assistance (Pg.47)	
C. Number of low-income people purchasing their own home in their community as a result of Community Action assistance (Pg.47)	
D. Number of low-income people engaged in non-governance community activities or groups created or supported by Community Action (Pg.47)	

Cross-Reference NPIs: 1.2 1.3 2.3 6.4



## NPI 4.1 - Expanding Opportunities Through Community-Wide Partnerships

The number of organizations, both public and private, that Community Action actively works with to expand resources and opportunities in order to achieve family and community outcomes.

<u>National Performance Indicator 4.1</u>	
Expanding Opportunities through Community-Wide Partnerships	
The number of organizations, both public and private, that Community Action actively works with to expand resources and opportunities in order to achieve family and community outcomes. (Pg.49)	Number of Organizational Partnerships (#)
Non-Profit	
Faith Based	
Local Government	
State Government	
Federal Government	
For-Profit Business or Corporation	
Consortiums/Collaboration	
Housing Consortiums/Collaboration	
School Districts	
Institutions of post secondary education/training	
Financial/Banking Institutions	
Health Service Institutions	
State wide associations or collaborations	



## NPI 5.1 - Agency Development

The number of human capital resources available to Community Action that increase agency capacity to achieve family and community outcomes.

<u>National Performance Indicator 5.1</u>	
Agency Development	
The number of human capital resources available to Community Action that increase agency capacity to achieve family and community outcomes, as measured by <u>one or more</u> of the following: (Pg.52)	Resources in Agency  (#)
Number of Certified-Community Action Professionals(C-CAP)	
Number of ROMA Trainers	
Number of Family Development Trainers	
Number of Child Development Trainers	
Number of staff attending trainings	
Number of board members attending trainings	
Hours of staff in trainings	
Hours of board members in trainings	



Cross-Reference NPIs: 3.1



## NPI 6.1 - Independent Living

The number of vulnerable individuals receiving services from Community Action who maintain an independent living situation as a result of those services.

<u>National Performance Indicator 6.1</u>		Number of Vulnerable Individuals Living Independently  (#)
Independent Living		
The number of vulnerable individuals receiving services from Community Action who maintain an independent living situation as a result of those services:		
A. Senior Citizens (seniors can be reported twice, once under Senior Citizens and (Pg.55) again if they are disabled under Individuals with Disabilities, ages 55-over)		
B. Individuals with Disabilities (Pg.55)		
Ages: 0-17		
18-54		
55-over		

Cross-Reference CSBG IS: Sections D, E, G



## NPI 6.2 - Emergency Assistance

The number of low-income individuals served by Community Action who sought emergency assistance and the number of those individuals for whom assistance was provided.

– Removed *“Unit of Measurement”*

National Performance Indicator 6.2		
Emergency Assistance	Number of Individuals Seeking Assistance	Number of Individuals Receiving Assistance
The number of low-income individuals served by Community Action who sought emergency assistance and the number of those individuals for whom assistance was provided, including such services as:	(#)	(#)
A. Emergency Food (Pg. 59)		
B. Emergency fuel or utility payments funded by LIHEAP or other public and private funding sources (Pg. 59)		
C. Emergency Rent or Mortgage Assistance (Pg. 59)		

Cross-Reference NPIs: 1.2 6.4



## NPI 6.2 - Emergency Assistance

– Replaced “*Emergency Vendor Payments*” with:

B. Emergency fuel or utility payments funded by LIHEAP or other public and private funding sources
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(Pg.59)

C. Emergency Rent or Mortgage Assistance
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(Pg.59)

D. Emergency Car or Home Repair
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(i.e. structural, appliance, heating system, etc.)

(Pg.59)

Cross-Reference NPIs: 1.2 6.4
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## NPI 6.3 - Child and Family Development

The number and percentage of all infants, children, youth, parents, and other adults participating in developmental or enrichment programs who achieve program goals.

- Changed Youth 1 to *“Youth improve health and physical development”*
- Changed Youth 5 to *“Youth increase academic, athletic, or social skills for school success.”*

Y O U T H	1. Youth improve health and physical development	
	2. Youth improve social/emotional development	
	3. Youth avoid risk-taking behavior for a defined period of time	
	4. Youth have reduced involvement with criminal justice system	
	5. Youth increase academic, athletic, or social skills for school success	



## NPI 6.4 - Family Supports

- Low-income people who are ***unable to work***, such as seniors, adults with disabilities, and caregivers, for whom barriers to family stability are reduced or eliminated.

National Performance Indicator 6.4 ** NEW INDICATOR**		
Family Supports (Seniors, Disabled and Caregivers)	Number of Participants Enrolled in Program(s)	Number of Participants Achieving Outcome in Reporting Period
Low-income people who are unable to work, especially seniors, adults with disabilities, and caregivers, for whom barriers to family stability are reduced or eliminated, as measured by <u>one or more</u> of the following:	(#)	(#)
A. Enrolled children in before or after school programs (Pg.72)		
B. Obtained care for child or other dependant (Pg.72)		
C. Obtained access to reliable transportation and/or driver's license (Pg.72)		
D. Obtained health care services for themselves or family member (Pg.73)		
E. Obtained safe and affordable housing (Pg.73)		
F. Obtained food assistance (Pg.73)		
G. Obtained non-emergency LIHEAP energy assistance (Pg.73)		
H. Obtained non-emergency WX energy assistance (Pg.74)		
I. Obtained other non-emergency energy assistance (State/local/private energy programs. Do Not Include LIHEAP or WX) (Pg.74)		

Cross-Reference NPIs: 1.2 6.2



## Example:

A Community Action Agency savings program participant is able to purchase a home with accumulated savings.

This individual should be reported in:

- ✓ **1.2.h** (obtained safe and affordable housing) or **6.4.e** (obtained safe and affordable housing)
- ✓ **1.3.4.c** (# and % of participants purchasing a home with accumulated savings)
- ✓ **3.2.c** (# of low-income people purchasing their own home in their community as a result of Community Action assistance)

Cross-Reference NPIs: 1.2 1.3 2.1 6.4



## NPI 6.5 - Service Counts

The number of services provided to low-income individuals and/or families.

<u>National Performance Indicator 6.5 **NEW INDICATOR**</u>	
Service Counts	Number of Services
The number of services provided to low-income individuals and/or families, as measured by <u>one or more</u> of the following:	(#)
A. Food Boxes (Pg.76)	
B. Pounds of Food (Pg.77)	
C. Units of Clothing (Pg.77)	
D. Rides Provided (Pg.77)	
E. Information and Referral Calls (Pg.78)	



## Perfecting Your Data

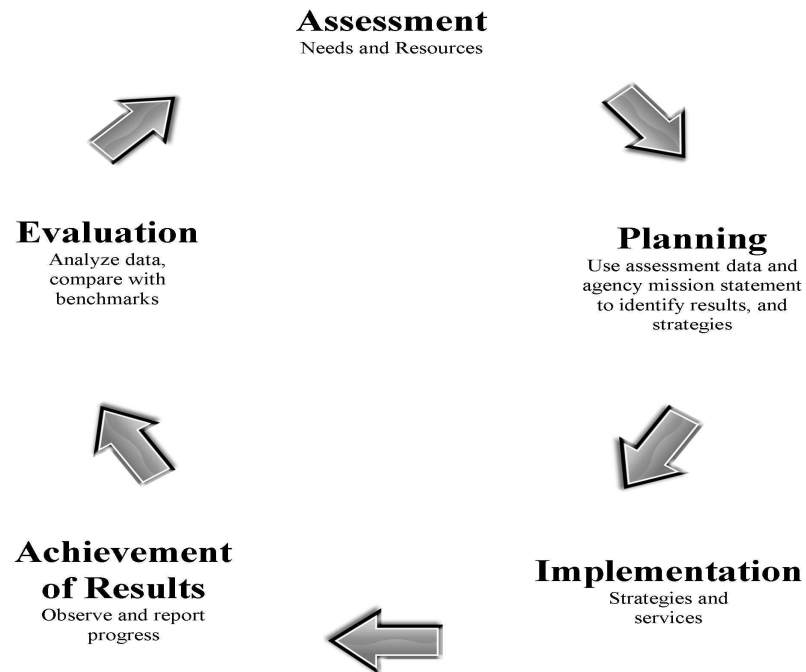
- Even if a question appears self-explanatory, do not forget to reference the instructions manual.
- Do not forget that some results can and should be reported in multiple indicators.
- Compare your numbers to last year's report, and understand the reasons behind variances.
- Organize and keep your supporting documents.



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## The Results Oriented Management and Accountability Cycle





## Benefits of Analyzing Your Data

- Stakeholders know if they are investing in a high performing organization that executes against its goals
- Management will know what or where changes are needed in program implementation
- Improves decision making
- Moves focus to results and the value created by the organization and opens up conversation about the best means to achieve the desired results.



## MOVING FORWARD

Be prepared for the factors that will be driving policy and funding:

- Fiscal Constraints
  - Value on the Benefits of Using Data and Evidence
  - Increasing Focus on Results and Efficiency
- Discuss and create a plan for how your agency will improve the collection of ACCURATE and TRUSTWORTHY data.
- Discuss and create a plan for how your agency will establish cycles for data ANALYSIS, REFLECTION AND INFORMED ACTION.
- **Improve as well as Prove!**